



SA FIRE AND EMERGENCY SERVICES COMMISSION
Role Description

JOB TITLE: Claims Management Officer CLASS: ASO4 ROLE NO.: M51916 DATE: April 2026	ORGANISATION: SA Fire & Emergency Services Commission SECTION: Workforce Strategy TEAM: Injury Management
This Role Reports to: <ul style="list-style-type: none"> • Manager, Injury Management 	Reporting to this Role: <ul style="list-style-type: none"> • Nil
Primary Purpose of Role <ul style="list-style-type: none"> • Manage a portfolio of low-risk, short-term claims, with responsibility for end-to-end claim outcomes including timeliness and compliance. • Deliver claims and compensation services in accordance with the Return to Work Act 2014, ensuring alignment with legislative, policy, and accreditation requirements. • Determine claim eligibility and compensability, including assessment of reasonable and necessary expenses in line with legislative provisions. • Undertake assessment and determination of Early Intervention Claims under section 177 of the Return to Work Act 2014, including approval of reimbursements within delegated authority. • Process and approve claims-related expenditure and reimbursements within delegated authority, ensuring accuracy, timeliness, and compliance with financial and governance requirements. • Perform income maintenance calculations, including Average Weekly Earnings and deemed leave provisions (including sections 5(15)(a) and 50), ensuring accuracy and compliance. • Monitor and analyse claims activity, workflow, and performance outcomes, identifying trends, issues, and risks, and taking appropriate action or escalation. • Maintain the integrity and accuracy of claims data within the SIMS system, including claims registration, financial transactions, and return to work information. • Resolve claims-related issues, discrepancies, and disputes, including liaison with internal and external stakeholders. • Contribute to reporting, data analysis, and quality assurance activities, supporting operational oversight, consistency of practice, and continuous improvement. 	

Outcomes

- Effective management of a portfolio of low risk claims, resulting in timely, accurate determinations and appropriate claim closure.
- Positive workplace culture supported through effective communication and consultation across the claims management process.
- Continuous improvement of claims and compensation IM system performance and service delivery through implementation of agreed recommendations under the guidance of the Manager IM.
- Deliver prompt, efficient, cost effective and equitable claims services to SAFECOM and ESO including data entry of new claims, workers compensation payroll, financial transactions and reconciliations as directed and ensure legislative requirements, accreditation standards are met.
- Accurate and compliant maintenance of the SIMS database and injury management records in line with legal requirements.
- Accurate calculation of notional weekly earnings and timely processing of income support and accounts through SIMS, in collaboration with Finance and Shared Services Accounts Payable and Payroll.
- High level of customer service demonstrated through timely responses to enquiries and facilitation of urgent payments as required.
- Consistent implementation of claims and compensation processes and procedures for the delivery of the injury management program within the IM system for SAFECOM.
- Timely and accurate assessment, determination, and processing of return to work claims, including preparation of correspondence in accordance with the Return to Work Act 2014, amendments, and regulations.
- Adoption of best practice claims management and data processes to support SAFECOM strategic goals.
- Strong and collaborative stakeholder relationships that support effective service delivery and informed advice on claims and data processes.
- Ongoing development of skills, knowledge, and expertise through participation in professional development activities.
- A safe and healthy work environment maintained through compliance with SAFECOM policies and procedures and proactive reporting of incidents, hazards, and injuries.

Resource Management

- Nil

Essential Attributes (Knowledge/Skills/Experience Requirements)

- Experience in managing low risk workers compensation claims including data entry, assessment, investigation, and determination of entitlements.

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Desirable Attributes

- Working knowledge of payroll systems and applications
- Demonstrated knowledge of injury management principles and related practices and procedures and the Return to Work Act 2014 legislation.

Desirable Qualifications

- Return to Work Coordinator, Certificate IV in Claims management

- Demonstrated experience in using Injury Management, MySAFETY, CHRIS21, Account payable databases efficiently and accurately
- Sound interpersonal skills and the demonstrated ability to communicate effectively both verbally and in writing with all levels of staff and maintain positive relationships.
- Ability to work under limited supervision, determining priorities and organising high volumes of work to meet deadlines.
- Ability to work effectively and collaboratively as a part of a multi-disciplinary team to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services and maintain a positive approach to work in a changing environment.
- Knowledge of Performance Standards for Self-Insurers Employers, as relates to Injury Management, Return to Work legislation and quality accreditation standards.
- Knowledge of claims management processes and injury management systems and experience providing advice and information relating to return to work claims services.
- Knowledge in payroll systems and claims management systems such as SIMS, HR21 and experience working with Shared Services. Knowledge of workers compensation processes and the Return to Work Act 2014.
- Knowledge and understanding of document control systems and quality improvement principles/practices.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.
- Proven ability to deal with a diverse range of tasks, organise workload, determine priorities and meet deadlines.
- Maintain confidentiality and integrity with all sector wide business related activities.
- Demonstrated ability to research, analyse and manipulate data and provide reports.
- Demonstrated ability to use initiative and creativity to achieve results.

Essential Qualifications

- Nil

Key Relationships/Interactions

- Manager IM
- OCPSE
- RTW Coordinators
- SA Country Fire Service, SA State emergency Service, SAFECOM, SA Metropolitan Fire Service Managers, staff and volunteers
- RTWSA
- Medical and Legal practitioners
- Unions/Representatives

Key Challenges

- Operating in a complex and politically sensitive emergency management environment
- Operating in an environment of competing priorities and strict timelines
- Maintaining high levels of confidentiality
- Ensuring claims are processed in accordance with legislative requirements and service delivery standards.

Employment Conditions

- Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.
- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

WHS & EEO

- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.
- Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

Customer Service

- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

Special Conditions

- Some inter/intrastate travel, necessitating overnight stays and frequent out of hours work may be required.
- Must be prepared to relocate to meet corporate requirements.
- Must undertake a criminal history check

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Signature: **Date:**/...../.....
Delegate

ADDENDUM:

The South Australian Fire and Emergency Services Commission provides support services to the Emergency Service Organisations (“ESOs”) to ensure that the Government’s community safety outcomes for emergency prevention and management are met.

VISION, MISSION AND VALUES

Our Vision

We strive to become a leading, world-class emergency management agency responsible for ensuring the delivery and enhancement of emergency services responses for South Australians and help them mitigate against, prepare for, respond to, and recover from all-hazards related emergencies and disasters.

Our Mission

To ensure effective coordination with local, state and federal stakeholders to provide a safer and more resilient South Australia. We do this by delivering mitigation, preparedness, response and recovery services across the state and ensuring a disaster risk reduction planning perspective at all levels, and enhancing the state’s capacity for disaster preparedness, response and recovery.

Our Values

Service, Professionalism, Trust, Respect, Collaboration and Engagement, Honesty and Integrity, Courage and Tenacity and Sustainability.